



Erie County Water Authority

Preparing for Winter

- Insulate pipes or faucets in unheated areas.
- If your water meter is in an unheated area or near drafts from outdoors, insulate it to keep it from freezing.
- Close doors and windows to the outside, and fill cracks in walls and around windows to eliminate cold drafts near water pipes
- If you've had a previous issue with frozen pipes or a frozen meter, leave a small stream of water running (as shown in picture below) at the faucet furthest from the water source or next to an outside wall at all times during periods of sub-freezing temperatures in the winter months. The cost of the water used will be substantially less than the amount charged by the Erie County Water Authority or a private plumber should your service need thawing again.



If you have any further questions please call Customer Service at 849-8444. Mon - Fri 8AM – 5PM

Remember – Preventing pipes and meters from freezing is much easier (and cheaper) than trying to thaw them!

Please note the following:

Section 4.07 of the Erie County Water Authority Tariff states, “*In those cases where a customer-owned service pipe 1” in diameter or less is frozen, the thawing may be done by the Authority at the expense of customer.*”

Section 6.05 of the Erie County Water Authority Tariff States, “*All meters will be maintained by and at the expense of the Authority insofar as ordinary wear and tear are concerned, but the customer will be held responsible for damages due to freezing, hot water or other external causes. In case of damage or lost meter, the Authority will repair or replace the meter and the cost will be paid by the customer as specified in paragraph 14.09*”